

920476-95929

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : Tony McCORMACK
Serial No. : 10/828,697
Filed : April 21, 2004
For : Management of Contacts in a Network of
Contact Centers
Examiner : Susan F RAYYAN
Art Unit : 2167
Customer number : 23644

RESPONSE TO OFFICE ACTION MAILED OCTOBER 19, 2006

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Office Action mailed October 19, 2006, applicant makes the following submission: